



# First Time CAC Login MTO

This document provides a step-by-step guide for first-time users to access the Matomo system using their Common Access Card (CAC). It covers the essential procedures to ensure a smooth login process, including initial CAC setup.

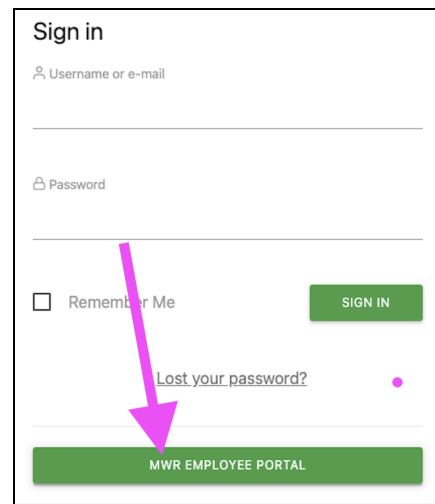
## Change Log

Date	Author	Comments
09/19/24	Jessica Dunbar	Created initial document template

# Instructions

You will need your CAC card, a USB reader or computer with card reader built in, and 5 minutes of focused time.

1. Prepare Your Card Reader:
  - a. Ensure your CAC is inserted into the reader.
  - b. Confirm the reader is connected to your computer.
2. Access the Matomo System:
  - a. Open your browser and navigate to [analytics.armymwr.com](https://analytics.armymwr.com).
  - b. Click on the MWR EMPLOYEE PORTAL link.



Sign in

Username or e-mail

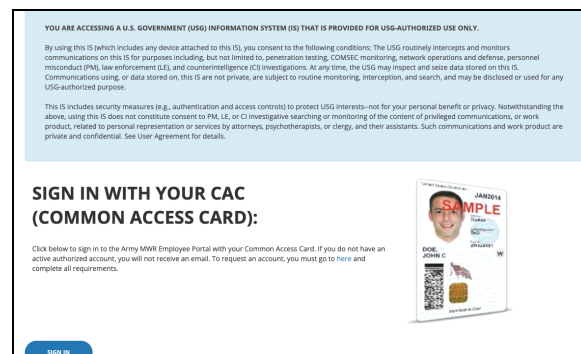
Password

☐ Remember Me

[Lost your password?](#)

**MWR EMPLOYEE PORTAL**

3. Login with Your CAC:
  - a. Select the Sign in with your CAC option.
  - b. When prompted, enter your CAC PIN.



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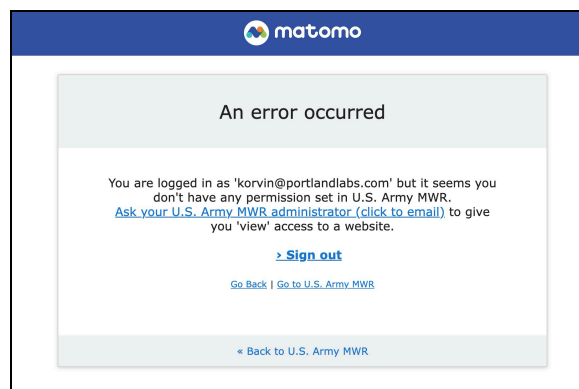
**SIGN IN WITH YOUR CAC (COMMON ACCESS CARD):**

Click below to sign in to the Army MWR Employee Portal with your Common Access Card. If you do not have an active authorized account, you will not receive an email. To request an account, you must go to [here](#) and complete all requirements.

**SIGN IN**



4. Initial Login Error:
  - a. The first time you attempt to log in, you may receive an error message indicating that access is not yet granted. This is normal for first-time users as permissions need to be set by an admin.



**matomo**

**An error occurred**

You are logged in as 'korvin@portlandlabs.com' but it seems you don't have any permission set in U.S. Army MWR. [Ask your U.S. Army MWR administrator \(click to email\)](#) to give you 'view' access to a website.

[Sign out](#)

[Go Back](#) | [Go to U.S. Army MWR](#)

[Back to U.S. Army MWR](#)

- b. Action Required: [Notify your admin](#) to set your permissions. Once set, you will be able to access the Matomo dashboard.

## Results

By following this guide, users will be able to:

- Successfully log in to the Matomo system for the first time using their CAC.
- Understand how to navigate to the login page and input their credentials.

## Troubleshooting

If you need assistance with Matomo, the **IMCOM G9 Help Desk HQ** is your primary resource. You can submit a support ticket through the official SharePoint portal at:

[IMCOM G9 Help Desk](#)